

Ergon Energy Corporation Limited
GSL Apr-Jun19 Qtr4 1819 Report

First day of period	01 Apr 19
Last day of period	30 Jun 19
Data Capture:	16 Jul 19

NOTE: Financial Year To Date and Quarterly performance data is accurate at the time of data capture. The number of GSL payments given includes both automatically identified GSLs and customer-initiated claims that have been made. The number of customer claims is the total number of customer claims received (the sum of customer claims made and paid and customer claims rejected)

EDNC Obligation	Reporting Requirements	Quarter				Financial year to date
		Sep - 18	Dec - 18	Mar - 19	Jun - 19	
Wrongful disconnections (clause 2.3.3)	No. of GSL payments given	23	16	3	11	53
	\$ for GSL payments given	\$3,266	\$2,272	\$426	\$1,562	\$7,526
	No. of customer claims	2	6	2	2	12
	No. of customer claims rejected	1	3	0	2	6
Connection not provided by the agreed date (clause 2.3.4)	No. of GSL payments given	0	2	1	1	4
	\$ for GSL payments given	\$0	\$228	\$114	\$171	\$513
	No. of customer claims	1	0	0	1	2
	No. of customer claims rejected	1	0	0	1	2
Reconnection not provided within the required time (clause 2.3.5)	No. of GSL payments given	3	5	3	21	32
	\$ for GSL payments given	\$171	\$399	\$568	\$4,719	\$5,857
	No. of customer claims	0	0	0	0	0
	No. of customer claims rejected	0	0	0	0	0
Failure to attend to customer's premises within the time required concerning loss of hot water supply (clause 2.3.6)	No. of GSL payments given	0	0	0	0	0
	\$ for GSL payments given	\$0	\$0	\$0	\$0	\$0
	No. of customer claims	0	0	0	0	0
	No. of customer claims rejected	0	0	0	0	0
Failure to attend appointments on time (clause 2.3.7)	No. of GSL payments given	38	19	46	46	149
	\$ for GSL payments given	\$2,166	\$1,254	\$2,622	\$2,622	\$8,664
	No. of customer claims	0	0	2	0	2
	No. of customer claims rejected	0	0	1	0	1
Notice of planned interruption to supply not given – residential customers (clause 2.3.8)	No. of GSL payments given	99	205	192	470	966
	\$ for GSL payments given	\$2,772	\$5,740	\$5,376	\$13,160	\$27,048
	No. of customer claims	2	3	3	6	14
	No. of customer claims rejected	2	3	2	6	13
Notice of planned interruption to supply not given – small business customers (clause 2.3.8)	No. of GSL payments given	20	32	36	100	188
	\$ for GSL payments given	\$1,420	\$2,229	\$2,556	\$7,100	\$13,305
	No. of customer claims	1	1	1	3	6
	No. of customer claims rejected	0	2	1	2	5
Interruption duration GSL (clause 2.3.9(a)(i))	No. of GSL payments given	425	2,810	4,684	1,682	9,601
	\$ for GSL payments given	\$48,450	\$320,340	\$533,976	\$191,746	\$1,094,512
	No. of customer claims	1	11	6	1	19
	No. of customer claims rejected	0	9	6	1	16
Interruption frequency GSL (clause 2.3.9(a)(ii))	No. of GSL payments given	2	0	0	5	7
	\$ for GSL payments given	\$228	\$0	\$0	\$570	\$798
	No. of customer claims	0	0	0	1	1
	No. of customer claims rejected	0	0	0	1	1
Total	No. of GSL payments given	610	3,089	4,965	2,336	11,000
	\$ for GSL payments given	\$58,473	\$332,462	\$545,638	\$221,650	\$1,158,223
	No. of customer claims	7	21	14	14	56
	No. of customer claims rejected	4	17	10	13	44

Additional Comments	Quarter 1 238 Reliability Duration paid out in July 2018 for 12/06/2018 Outage at Cape Upstart totalling \$27,132
	Quarter 2 The high number of Interruption Duration GSLs paid in 2nd Quarter were mainly due to storms, the 3 largest instances noted below. Duration GSL's were much lower in Qtr2 in 2017, however Qtr2 2018 numbers are more in line numbers recorded in prior years (2015, 2016). - 882 Reliability Duration paid out in December 2018 for 17/11/2018 Outage at Fraser Burnett, Glenwood area totalling \$100,548. - 598 Reliability Duration paid out in November 2018 for 11/10/2018 Outage at Bundaberg Burnett, Gin Gin area totalling \$68,172. - 248 Reliability Duration paid out in November 2018 for 11/10/2018 Outage at Dalby area totalling \$28,272. - 1 Planned Interruption Business GSL reported in Quarter 1 has been rejected in Quarter 2.
	Quarter 3 The high number of Interruption Duration GSLs paid in 3rd Quarter, were due to storms that occurred in November and December 2018. The largest instances are noted below: - 278 Reliability Duration GSLs paid for 23/11/2018 outage at Charters Towers - 284 Reliability Duration GSLs paid for 28/11/2018 outage at Flinders , Homehill, and Townsville - 1,214 Reliability Duration GSLs paid for 4/12/2018 outage at Far North, Mossman and Gordonvale - 1,022 Reliability Duration GLs paid for 10/12/2018 outage at Rockhampton, Gin Gin, Emerald and Moranbah
	Quarter 4 There was an increase in the number of Reconnection and Appointment GSL's in the 4th Quarter. This was due to introduction of a new safety requirements for a two person crew to attend customer premises when performing all re-connections and disconnections for debt. The large number of interruptions was largely due to the following outages: - 312 GSLs from 14th March (Yarraman area) - 232 GSL's from 15th March (Dalby area) - 186 GSL's from 12th March (Gin Gin area)